

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 04/19/2010

Department of Education
Office of Federal Student Aid
FOR CERTIFYING OFFICIAL: Winona Vernon
FOR CLEARANCE OFFICER: Angela Arrington

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 04/14/2010

ACTION REQUESTED: No material or nonsubstantive change to a currently approved collection
TYPE OF REVIEW REQUESTED: Regular
ICR REFERENCE NUMBER: 201004-1845-002
AGENCY ICR TRACKING NUMBER: 3516
TITLE: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan
LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change
OMB CONTROL NUMBER: 1845-0045

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 04/30/2010

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	15,300	8,400	0
New	15,300	8,400	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: Terms of the previous clearance remain in effect.

OMB Authorizing Official: Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Generic Customer Survey 2007	N/A	Annual Direct Loan School Customer Satisfaction Survey		25 / 0 / 200
Training and Follow-up Customer Satisfaction Survey	NA	TISD Surveys		496 / 0 / 4,600
FAFSA On The Web Tracker Survey	N/A	Federal Student FAFSA on the Web Tracker		1,348 / 0 / 8,087
Loan Choice for FFEL Borrowers Survey	N/A	Documentation Generic Clearance Customer Service Satisfaction		333 / 0 / 10,000
Holly Langer Evans-Tools for Schools Training	NA	Tools for School Training		30 / 0 / 300
Annual Direct Loan School Customer Satisfaction Web Survey	N/A	Annual Direct Loan School Customer Satisfaction Web Survey		20 / 0 / 200
2008 Federal Student Aid Awareness Survey	N/A	2008 Federal Student Aid Awareness Survey		450 / 0 / 3,000
Student Aid Awareness and Applicant Services	NA	Awareness Applicant Survey		417 / 0 / 5,000
FFEL Borrower Servicing Survey	N/A	DL Servicing FSA Survey		119 / 0 / 650
In-School Aided Survey	N/A	In-School Aided Survey		42 / 0 / 250
2008 Federal Student Aid Awareness Survey Long Beach	N/A	2009 Federal Student Aid Awareness Survey		24 / 0 / 160
EDEExpress Use Survey 2008	N/A	EDEExpress Use Survey 2008		42 / 0 / 250
College.Gov Online Survey	NA	College.gov Survey		417 / 0 / 5,000
Quality Assurance Program	NA	Quality Assurance Survey		76 / 0 / 151
Editorial Services Customer Satisfaction Survey	N/A	N/A		93 / 0 / 5,600
Fall Conference Evaluation	N/A, N/A	Evaluation Fall Conference, Session Evaluation Fall Conference		290 / 0 / 7,500
Defaulted Questionnaire	N/A	Default Survey		42 / 0 / 250

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Social Media Survey V.52	NA	Social Media Use in the Financial Aid Community		25 / 0 / 750
Multiple Servicers Satisfaction Survey	N/A, N/A	N/A, N/A		867 / 0 / 5,200
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				5,156